United Nations ST/SGB/2016/11

Secretariat

21 September 2016

# Secretary-General's bulletin

## Organization of the Office of Information and Communications Technology

The Secretary-General, pursuant to the Secretary-General's bulletin entitled "Organization of the Secretariat of the United Nations" (ST/SGB/2015/3) and pursuant to General Assembly resolutions 60/283, 63/262, 63/269, 64/243, 65/259, 66/246, 67/254 A, 68/247 A, 69/262, 70/247 and 70/248, and for the purpose of establishing the organizational structure and scope of activities of the Office of Information and Communications Technology, promulgates the following:

### Section 1
### General provisions

1.1 The present bulletin shall apply in conjunction with the Secretary-General's bulletin entitled "Organization of the Secretariat of the United Nations" (ST/SGB/2015/3).

1.2 The following definitions shall apply for the purposes of the present bulletin:

(a) Information and communications technology (ICT) resource: any tangible or intangible asset capable of generating, transmitting, receiving, processing or representing data in electronic form, where the asset is owned, licensed, operated, managed or made available by, or otherwise used by, the United Nations;

(b) ICT data: any data or information, regardless of its form or medium, that is or has been electronically generated by, transmitted via, received by, processed by, or represented in an ICT resource;

(c) ICT initiative: any project or activity, irrespective of its source(s) of funding or its cost, that will result in a new or modified ICT resource.

### Section 2
### Functions and organization

2.1 The Office is responsible for ensuring that ICT technology programmes are aligned with the core work of the United Nations in the areas of peace and security, human rights, international law and development, humanitarian affairs and



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sustainable development, and that technology enables all the work of the United Nations. The Office is also responsible for ensuring effective, efficient, coherent and accountable ICT programmes, services, resource management and decision-making.

2.2 Accordingly, as the central authority for matters pertaining to information and communications technology, the Office provides central leadership for the establishment and implementation of Organization-wide ICT standards and activities in support of programme activities and mandates, modernization of information systems and improvement in the ICT services available to the United Nations. Its responsibilities are to:

(a) Develop and implement an Organization-wide information and communications technology strategy;

(b) Establish and maintain an integrated and harmonized information and communications technology environment throughout the Secretariat, including at all duty stations and field missions;[1]

(c) Coordinate with the agencies, funds and programmes of the United Nations system to explore the harmonization and sharing of services as well as the related costs of information and communications technology, as appropriate, in particular at field locations;

(d) Provide central leadership and oversight of information and communications technology activities, resource management, standards, security, architecture, policies and guidance at the United Nations Secretariat, in particular those related to the field;[2]

(e) Strengthen managerial controls, accountability and visibility in the use of ICT resources and stewardship of ICT assets and data;

(f) Ensure the effective and efficient use of ICT resources in support of the implementation of organizational transformation initiatives, General Assembly mandates and audit recommendations;

(g) Review budgets and projects from all funding sources for all ICT initiatives and operations of the Secretariat within existing governance structures and before their submission to the Office of Programme Planning, Budget and Accounts;

(h) Oversee the planning, development and implementation of all Secretariat-wide ICT applications, whether customized systems or the result of acquisitions of software packages, as well as other systems that utilize existing governance structures;

(i) Plan, develop and monitor the overall infrastructure architecture encompassing the networks and data centres of the Organization established through governance bodies;

(j) Undertake, in collaboration with other ICT organizational units, ICT research and development activities;

[1] See General Assembly resolution 69/262, sect. II.

[2] General Assembly resolution 69/262, paras. 16 and 18.

(k) Provide ICT services and support to Member States, including through the provision of relevant ICT services to delegates at all main duty stations.

2.3 The Office is composed of the following organizational units:

2.3.1 Office of the Chief Information Technology Officer;

2.3.2 Enterprise Project Management Office;

2.3.3 Global Services Division;

2.3.4 Global Operations Division;

2.3.5 Regional Technology Centres;

2.3.6 Enterprise Application Centres;

2.3.7 Operations Coordination Section.

2.4 The Office is headed by the Assistant Secretary-General, Chief Information and Technology Officer, who is assisted, in discharging his/her functions by the Chief of the Enterprise Project Management Office; the Director of the Global Services Division; the Director of the Global Operations Division; the Chiefs of the Regional Technology Centres; the Chiefs of the Enterprise Application Centres; the Chief of the Operations Coordination Section; and the heads of ICT organizational units in the Secretariat.

2.5 The Assistant Secretary-General, Chief Information and Technology Officer, and the chiefs of each organizational unit perform, in addition to the specific functions set out in the present bulletin, the general functions applicable to their positions, as set out in Secretary-General's bulletin ST/SGB/2015/3.

2.6 All ICT organizational units within the Secretariat and within their respective areas of responsibility are responsible for the implementation of the Organization-wide ICT strategy and ensuring that in carrying out the primary responsibility of the strategy to service the respective ICT needs of their departments and offices, ICT activities are in compliance with policies and standards as established by the Assistant Secretary-General, Chief Information and Technology Officer.

**Section 3**
**Assistant Secretary-General, Chief Information Technology Officer**

3.1 The Assistant Secretary-General, Chief Information Technology Officer, is accountable to the Under-Secretary-General for Management.

3.2 The Chief Information Technology Officer leads all ICT activities globally.

3.3 The Chief Information Technology Officer:

(a) Develops and implements the information and communications technology strategy for the United Nations;

(b) Provides central leadership for the overall direction of information and communications technology activities, resource management, standards, security, architecture and policies within the Organization;

(c) Coordinates and oversees the security of ICT assets, infrastructure and data as the central authority for information security matters in the Secretariat;

(d) Approves all ICT initiatives in accordance with established procedures implemented through appropriate delegation of authority and ICT governance structures;

(e) Assesses organizational needs and the technology landscape and establishes appropriate policies and standards on ICT matters, instituting the relevant rules and guidelines for the implementation of such policies;

(f) Provides briefings and advises the ICT Executive Committee in his/her capacity as a permanent, ex officio member of the Committee, and provides advice to the heads of departments and offices on ICT matters, where appropriate;

(g) Chairs the Information and Communications Technology Board;

(h) Monitors and improves the effectiveness of ICT management throughout the Secretariat, and is responsible for furthering coordination and cooperation, with regard to ICT, among the agencies, funds and programmes of the United Nations system;

(i) Provides advice to the Secretary-General, through the Under-Secretary-General for Management, on all matters that relate to information and communications technology;

(j) Represents or ensures the representation of the Secretary-General on all information and communications technology-related matters with the governing bodies, agencies, funds and programmes of the United Nations common system and administrative advisory bodies, including the ICT Network of the High-level Committee on Management.

**Section 4**
**Office of the Chief Information Technology Officer**

4.1 The core function of the Office of the Chief Information Technology Officer is to support the Assistant Secretary-General, Chief Information Technology Officer, in the discharge of his/her responsibilities, in particular on issues requiring policy decisions, coordinating correspondence and administrative and management matters that require clearance by the Head of the Office. Moreover, the Office provides assistance to the Assistant Secretary-General, Chief Information Technology Officer, in the overall direction and management of the Office and coordinates interdepartmental activities. In addition, the Office undertakes the necessary follow-up and acts as the focal point for all aspects of the work of the Office.

**Section 5**
**Enterprise Project Management Office**

5.1 The Enterprise Project Management Office is headed by a Chief of Section, who is accountable to the Assistant Secretary-General, Chief Information Technology Officer.

5.2 The core functions of the Enterprise Project Management Office are as follows:

(a) To manage and provide technical oversight of global ICT initiatives to ensure that they adhere to the United Nations ICT strategy and follow a project management methodology;

(b) To provide ICT project management services, including support for project management methodology, business case development, project resources, reviews and reporting, change management and benefits realization oversight;

(c) To establish and implement a standardized approach to ICT performance management, including metrics, benchmarks and reporting for all ICT units throughout the Secretariat.

**Section 6**
**Global Services Division**

6.1 The Global Services Division is headed by a Director, who is accountable to the Assistant Secretary-General, Chief Information Technology Officer, and is responsible for information security and disaster recovery, business intelligence, reporting and analytics, and innovation. In addition, the Director ensures that technical authority is instituted, comprising governance, policies, standards and architecture.

6.2 The core functions of the Global Services Division are: (a) ICT policies and procedures; (b) executive solutions and innovation; and (c) global security and architecture.

6.3 The ICT Policies and Procedures Section:

(a) Establishes and implements ICT governance structures as part of the technical authority exercised by the Office of Information and Communications Technology;

(b) Develops, promulgates and monitors compliance with ICT policies, procedures, standards and governance, as well as the execution of delegated authority;

(c) Provides ICT support for the implementation of recommendations and actions requested by oversight bodies, follows up on the status of the implementation of recommendations issued by internal and external auditors and the Joint Inspection Unit, and ensures that remediation plans are developed and implemented;

(d) Develops and monitors implementation of the ICT risk management framework.

6.4 The Executive Solutions and Innovation Service:

(a) Develops and implements the enterprise business intelligence and analytics strategy for the Secretariat to strengthen oversight and accountability, increasing the availability of accurate and timely information to support decision-making;

(b) Liaises with offices and departments to enhance understanding of strategic organizational business needs and priorities in order to ensure the provision of effective and appropriate innovative ICT solutions;

(c) Develops and implements communications strategies for ICT programmes throughout the Secretariat;

(d) Ensures that ICT facilitates efficient and effective deliberations by the intergovernmental bodies, in collaboration with the Department for General Assembly and Conference Management of the Secretariat;

(e) Facilitates technology innovations that support United Nations programmes by connecting staff within the United Nations to expertise, ideas and external partners in order to find solutions to the complex challenges the Organization faces.

6.5 The Global Security and Architecture Section:

(a) Develops, maintains and oversees the implementation of enterprise architecture, information security and disaster recovery frameworks, and related policies and standards;

(b) Establishes Organization-wide enterprise architecture and technology standards to reduce the level of fragmentation of the ICT environment throughout the Secretariat;

(c) Oversees the development of a common security policy, with enhanced disaster recovery capabilities, throughout the Secretariat, including in all peacekeeping entities, and coordinates their implementation throughout the Secretariat;

(d) Provides central control over, and strong and accountable management of, information security;

(e) Provides support for the effective handling of information security incidents throughout the Secretariat and coordinates the sharing of cyber threat-related information;

(f) Coordinates ongoing outreach and training to ensure awareness about information security.

**Section 7**
**Global Operations Division**

7.1 The Global Operations Division is headed by a Director, who is accountable to the Assistant Secretary-General, Chief Information Technology Officer.

7.2 The Director of the Global Operations Division oversees Organization-wide service implementation and, through appropriate delegation from the Assistant Secretary-General, Chief Information Technology Officer, oversees the ICT operations of the United Nations to ensure compliance with policies and standards and with the United Nations ICT strategy.

7.3 The core functions of the Global Operations Division are: (a) global infrastructure operations; (b) enterprise network operations and security; (c) global

engineering and conferencing; (d) Enterprise Service Desk; and (e) Regional Technology Centres.

7.4 The Global Infrastructure Operations Service:

(a) Establishes a unified approach to harmonizing applications and data centre infrastructure;

(b) Manages provisioning of infrastructure for the enterprise applications;

(c) Coordinates implementation and testing of the enterprise applications disaster recovery plan;

(d) Ensures that the global network is operated in a robust, secure, highly available, interoperable and efficient manner;

(e) Implements high-quality, standards-based and interoperable services for voice, video and data communications.

7.5 The Enterprise Network Operations and Security Section:

(a) Designs the enterprise network;

(b) Monitors the reliability and performance of the network and the information security of network systems and applications;

(c) Provides proactive and timely responses to infrastructure failure and security breaches.

7.6 The Global Engineering and Conferencing Section:

(a) Operationalizes service delivery in compliance with governance, policies and standards, facilitates communications and knowledge-sharing and ensures that design, standards, architecture and information security measures are implemented for broadcasting, conferencing, building management, monitoring and access control systems;

(b) Institutionalizes a coherent approach to the harmonization of services within the purview of this Section.

7.7 The Enterprise Service Desk:

(a) Provides support for all enterprise applications and services;

(b) Serves as a single point of contact for service requests and channels them to the appropriate area, maintaining service levels and metrics and monitoring the quality of service provision.

**Section 8**
**Regional Technology Centres**

8.1 The Regional Technology Centres are each headed by a Chief. Based on delegated authority from the Assistant Secretary-General, Chief Information Technology Officer, the Chiefs of the Regional Technology Centres will have authority for ICT matters within their region.

8.2 The Chiefs of the Regional Technology Centres whose posts are in the budgets of other offices have reporting lines to the Director of Administration of such office

and, for regional ICT matters, to the Director of the Global Operations Division. The Chiefs of the Regional Technology Centres whose posts are in the budget of the Office of Information and Communications Technology will report to the Director of the Global Operations Division.

8.3 The Regional Technology Centres shall:[3]

(a) Implement the ICT strategy and ensure that regional and local requirements are identified and coordinated throughout the Secretariat;

(b) Provide support to regional entities in the observance of information security-related standards and best practices with a view to mitigating the risk to ICT services and United Nations information;

(c) Coordinate the implementation of ICT projects at the regional level;

(d) Harmonize ICT and ensure that governance, standards, policies and procedures, information security and architecture requirements are met within the region;

(e) Coordinate ICT programmes, services and solutions and the associated resource and assets requirements;

(f) Provide basic local ICT services within their particular campus and support entities in their region in the provision of local ICT services.

**Section 9**
**Enterprise Application Centres**

9.1 The Enterprise Application Centres are located in New York, Vienna and Bangkok, and are each headed by a Chief who reports to the Assistant Secretary-General, Chief Information Technology Officer, on all enterprise application functions. The Centres are responsible for ensuring the continuity of critical systems, developing a strategy for implementing major information systems initiatives and providing authoritative technical and policy advice to the Assistant Secretary-General, Chief Information Technology Officer, and other senior managers in the Office of Information and Communications Technology.

9.2 The core functions of the Enterprise Application Centres are to:

(a) Provide support for the mainstreaming of applications into the enterprise delivery framework;

(b) Provide support for the delivery of effective ICT solutions and services to the Secretariat that comply with ICT policies;

(c) Review requests for new applications in the context of established governance;

(d) Develop application standards, procedures and implementation practices throughout the Secretariat and monitor compliance with them;

[3] The Regional Technology Centres will complement those established for peacekeeping operations in accordance with General Assembly resolutions.

(e) Ensure that a coherent set of standards-based applications are available to provide support for the work of the United Nations.

**Section 10**
**Operations Coordination Section**

10.1 The Operations Coordination Section is headed by a Chief, who is accountable to the Assistant Secretary-General, Chief Information Technology Officer.

10.2 The core functions of the Operations Coordination Section are to:

(a) Coordinate Secretariat-wide central ICT resource planning and budget formulation, workforce planning and performance reporting;

(b) Coordinate global IT requisitioning and contract management and develop global rate cards;

(c) Develop guidance for management, disposal of and reporting of ICT assets in coordination with the Office of Central Support Services and the Office of Programme Planning, Budget and Accounts;

(d) Coordinate, in consultation with the Office of Human Resources Management, human resources management programmes and activities, including training and staff development;

(e) Develop ICT investment plans, manage financial and human resources, cost recovery and reporting and provide human resources administration services;

(f) Provide central administrative services for the Office of Information and Communications Technology and assistance to the Assistant Secretary-General, Chief Information Technology Officer, programme managers and staff members in carrying out the mandate, programme of work and activities of the Office.

**Section 11**
**Information and communications technology organizational units in the Secretariat**

11.1 In accordance with resolutions 69/262 and 70/248, the heads of ICT organizational units in Secretariat offices and departments other than the Office of Information and Communications Technology and field missions will continue to report to their existing supervisors in their respective offices and departments as well as, for ICT matters, to the Chiefs of the Regional Technology Centres. In the case of field missions, reporting on ICT matters will be carried out within the ICT regional cooperation framework, with the Director of ICT in the Department of Field Support also having a reporting line to the Assistant Secretary-General, Chief Information Technology Officer.

11.2 The heads of Secretariat ICT organizational units will provide services and implement ICT programmes and the Organization-wide ICT strategy, architecture, policies, procedures, information security requirements and standards in accordance with the policies and guidelines promulgated by the Assistant Secretary-General, Chief Information Technology Officer, through appropriate administrative issuances.

11.3 The heads of Secretariat ICT organizational units will carry out the following functions:

(a) Assess and coordinate the operational needs of the department or office concerned and the required supporting technologies;

(b) Identify local ICT infrastructure requirements;

(c) Manage day-to-day ICT operations;

(d) Define and manage departmental or local service levels and contractual agreements in compliance with the standards, policies and governance of the Office of Information and Communications Technology;

(e) Develop, manage and report on departmental ICT budgets in accordance with the Financial Regulations and Rules of the United Nations and such policies, guidelines and standards consistent therewith, established by the Assistant Secretary-General, Chief Information Technology Officer;

(f) Coordinate and provide ICT training for departmental users;

(g) Execute ICT departmental disaster recovery and business continuity plans in accordance with the ICT disaster recovery and business continuity plans and procedures established by the Assistant Secretary-General, Chief Information Technology Officer;

(h) Administer the security of departmental or office information and data in conformity with the Organization-wide information security policies and procedures established by the Assistant Secretary-General, Chief Information Technology Officer;

(i) Ensure compliance with established ICT policies, procedures and standards;

(j) Ensure that the ICT strategy established by the Assistant Secretary-General, Chief Information Technology Officer, is implemented by developing and implementing local ICT strategies and projects consistent with such strategy.

**Section 12**
**Final provisions**

12.1 The present bulletin shall enter into force on the date of its issuance.

(*Signed*) **BAN** Ki-moon
Secretary-General